

Why HeLP @ Children's?

Dale C. Hetzler, MSCM, JD
General counsel, CLO

Timing is everything

- Right institution
- Right message
- OGC fully vested in the client's mission
- Trust = the reputation of those involved
- Willingness to work together to anticipate and address the obvious questions
- Recognition that flag bearers are easy targets

Why HeLP made sense

- Children's mission: To enhance the lives of children through excellence in **patient care**, **research** and **education**.
- Values: Integrity, respect, nurturing, **excellence**, **teamwork**.
- HeLP:
 - delivers assistance that impacts the health of children,
 - educates providers and lawyers, and
 - advocates for the same young people we serve

We customized the fit

- Four lawyers agreed that a simple document would describe our relationship.
- 7 pages, including attachments
- Term = 3 years, can be terminated at any time by any partner
- Administered by ALA
- GSU provides \$ and support for education
- Children's provides space and access

Cases not covered by HeLP

- Any case with a potential for an adversarial position with Children's
- Undocumented aliens, except in specific circumstances, e.g. domestic violence.
- Medical malpractice
- Mental illness
- Prisoners' rights
- Court-ordered care or withdrawal/de-escalation
- Criminal
- Termination of parental rights

Benefits to facility

- Social workers are our primary connection with patients in need
- Before HeLP they would have no resource to access legal assistance for the patient
 - Often physicians and nurses would call, and the true need was for representation
 - Today they refer patient families to HeLP
- Opening beds when ready for discharge but coverage issues, equipment, guardianship, etc.
- Physicians are actually calling attorneys for HeLP

Benefits to the OGC

- Tremendous educational resource
- Joint training coordination
- Early warning system
- Complimentary approach
- Expertise in poverty law and Medicaid
- Non-judgmental referral of potential questions about care
- Getting to know and work with Charity, Sylvia, Steve, and the members of the Advisory Panel
